



2014

User's Guide

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1. User's Guide for WorkZone Explorer 2014

This guide describes how to use WorkZone Explorer.



WHAT'S NEW >



GETTING STARTED >

FAQ

WHY UNCLEAR ERROR MESSAGES?

Sometimes File Explorer does not show user friendly and descriptive error messages from the WebDAV server. When you perform an illegal operation, for example, try to move an archived document to another case, you only see a general error message such as: *Cannot read from source or disk*. Some of the Windows error messages that you might run into are explained in the FAQ items below.

WHY DO I GET AN ERROR MESSAGE WHEN I TRY TO ADD A DOCUMENT TO THE **DRAFTS** FOLDER

You can only create new documents in folders that represent specific cases. You cannot create a new document directly in the **Drafts** folder, because the ScanJour system requires a case for placing the document correctly in the system. If you try to add a document to the **Drafts** folder, you get the following Windows messages depending on where you try to add it from:

A device attached to the system is not functioning.

- or -

Can't read from the source file or disk.

WHY DO I GET AN ERROR MESSAGE WHEN I TRY TO CREATE A NEW CASE FOLDER IN THE **CASES CURRENTLY PLACED WITH ME** FOLDER?

You cannot create new cases in this folder. You can create new cases in the **Open cases**, **Unclassified cases** folders, and in specific case folders. If you try to create a new case folder in a folder, which does not allow case creation, you get the following Windows error message:

Unable to create the folder 'New folder' - File system error

> [View all FAQs](#)

ADVANCED FEATURES

> [Optimize performance](#)

RELATED PRODUCT DOCUMENTATION

- [WorkZone Content Server Installation Guide](#)
- [WorkZone Services blog](#)

SCANJOUR LINKS

- [ScanJour website](#)
- [ScanJour support](#)
- [ScanJour on !\[\]\(cdf2842d82858164c68c92720a337fb9_img.jpg\)](#)

2. What's new

WORKZONE EXPLORER 2014

New folders

The following folders are new:

-  Changed cases
-  Changed documents
-  Shared lists
-  Unanswered documents
-  Unclassified cases

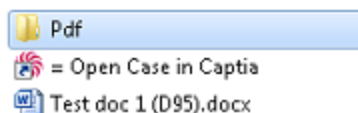
See [Folder types](#).

Child cases inherit the case class and access code of the parent case

When you create a new folder in a case folder, the new folder becomes a child case and the child case inherits the case class and access code of the parent case. See [Create child cases](#).

PDF sub folder in case folders

A new PDF sub folder in case folders contains PDF versions of documents on the case. See [PDF versions of documents](#).

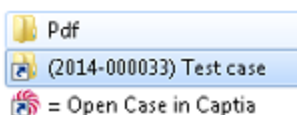


Letter date displays as date modified in File Explorer

The letter date entered in WorkZone Client or Captia Web Client is now shown in the **Date Modified** column in File Explorer.

Shortcut to next child case folder appears when the path in File Explorer is very long

If your case folder hierarchy is deep, the path in File Explorer becomes very long and at some point the maximum limit set by Microsoft Windows is met, meaning that you cannot browse to the next child case folder using the arrow buttons in File Explorer. In this case, a shortcut to the next child case folder in the hierarchy appears. Double-click the shortcut to open the next child case folder and then you can continue using the arrow keys to browse further through the folder hierarchy.



Shorter case folder names

The consecutive case number has been removed from the case folder names to shorten the name. Example of a case folder is: (2014-000005) Test case.

WORKZONE EXPLORER 2013 R2

WorkZone Explorer 2013 R2 contains the following new features:

- WorkZone Explorer now displays the following new folders in File Explorer:

- **Recent cases**
- **Recent documents**
- **Favorite cases**
- **Favorite documents**
- **Followed cases**
- **Followed documents**
- **Reading list cases**
- **Reading list documents**

See [Folder types](#) for more information about the new types of folders.

- Cases folders representing closed cases now have an X on the icon . The X on the archived document icon  has been removed from the icon.
- The modified date for a case is now updated automatically when documents on the case are edited, or when documents are added or removed from the case. See [Date Modified on Cases](#).

WORKZONE EXPLORER 2013 SP1

- The versioning part, DeltaV, of the WebDAV protocol is now supported by WorkZone Explorer.
- New folder named **My lists**, which exposes searches defined and saved by the user from WorkZone Client or Captia Web Client. See [Folder types](#).
- New icon for read-only documents. Read-only documents used to be highlighted in blue. Now the  icon indicates that the document is read-only. See [Read-only documents](#).
- Create new cases. See [Working with cases](#).
- Create child cases. See [Working with cases](#).
- Free text search on cases and documents. See [Search for cases and documents](#).

3. Getting started

WorkZone Explorer uses WebDAV (Web Document Authoring and Versioning), which is a standard document protocol over HTTP. With WorkZone Explorer, you can manage cases and documents from File Explorer. You can perform common operations on cases and documents such as creating and renaming cases and documents, opening, editing, and saving documents directly into the WorkZone archive from a document editor that supports the WebDAV protocol, for example, Microsoft Office or Notepad.

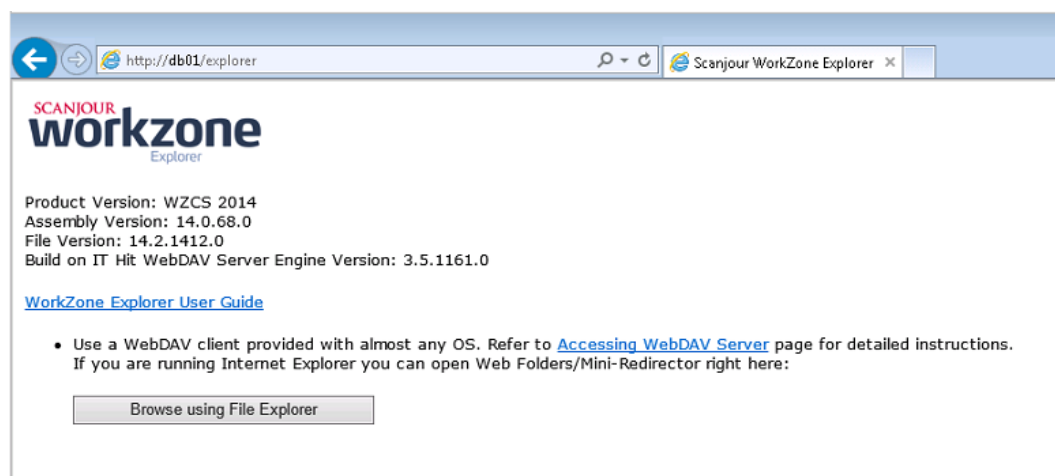
WorkZone Explorer is part of the WorkZone Content Server installation. Note that it is not required to install a client, such as WorkZone Client or Captia Web Client.

GETTING ACCESS TO WORKZONE EXPLORER

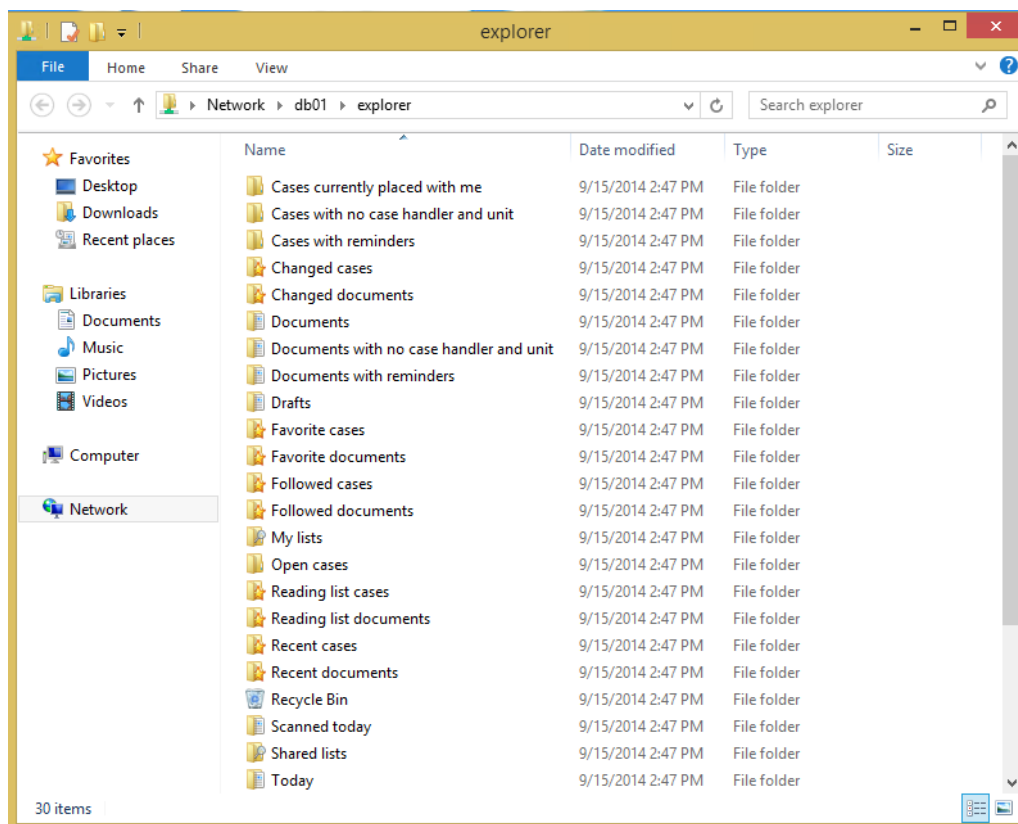
To start WorkZone Explorer, enter the following URL in your browser:

```
http://<database name>/explorer
```

When you enter this URL in a browser, you get this welcome screen:



Click **Browse using Windows Explorer** to open File Explorer:



In File Explorer, you can also open the archive directly by typing `\\<database name>\explorer` in the address bar.

WorkZone Explorer now displays the standard lists that represents cases and documents.

Tip: You can map a point in the folder structure to a network drive in File Explorer.

LEARN HOW TO WORK WITH CASES AND DOCUMENTS IN FILE EXPLORER

To learn more about the type of folders shown in File Explorer, see [About the folder structure](#).

To learn more about working with cases and documents, see [Working with cases](#) and [Working with documents](#).

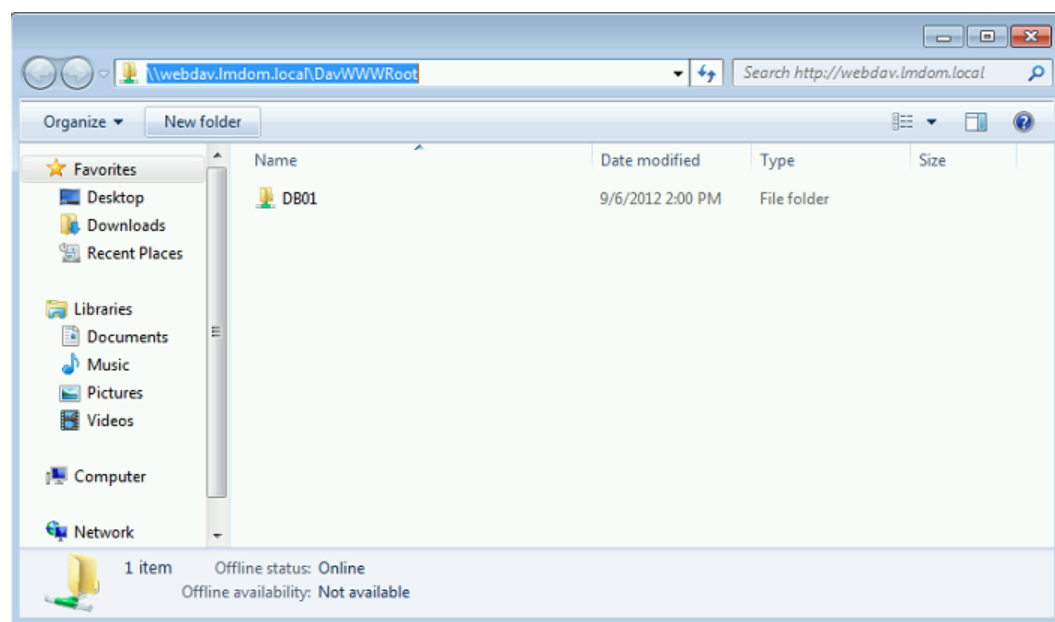
Important: You can optimize the performance of WorkZone Explorer by changing a couple of Internet Explorer settings, see [Optimize performance](#).

4. About the folder structure

WorkZone Explorer gives you access to the following folder structure in File Explorer.

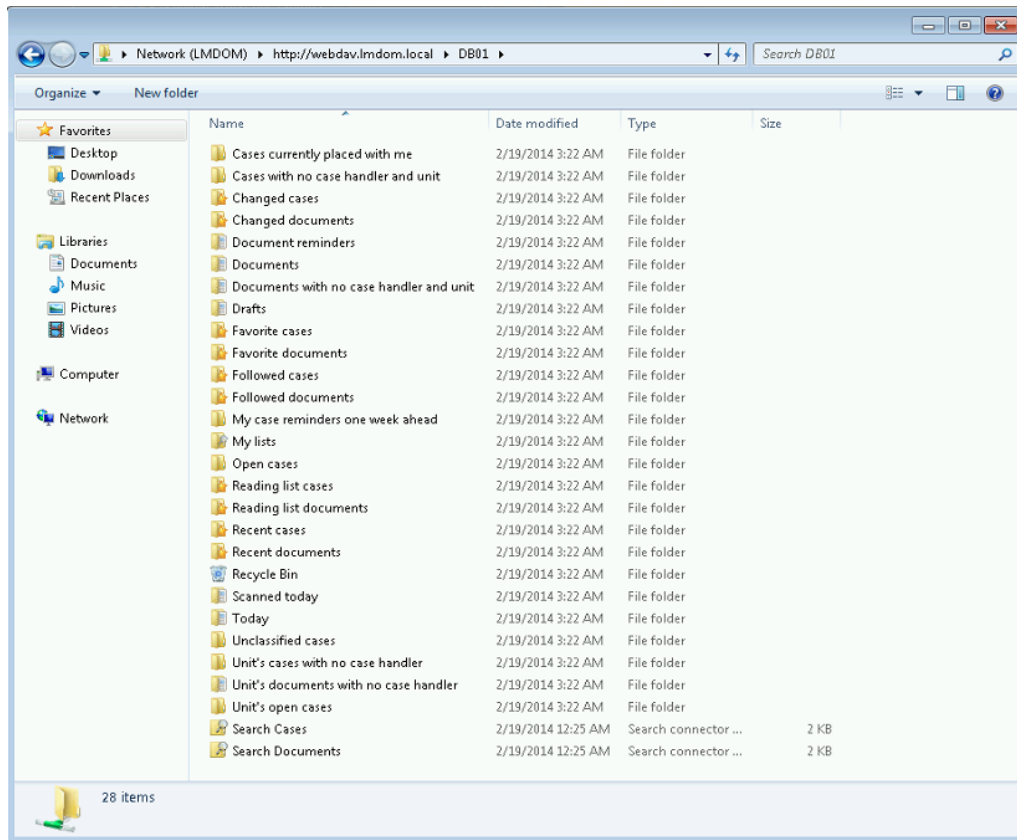
THE WORKZONE EXPLORER ROOT

The root of the WorkZone Explorer contains the WorkZone Content Server databases that were configured during installation of the ScanJour web server. The databases are represented as folders. In this example, one database named `DB01` has been defined, but it is possible to define multiple databases:



WORKZONE EXPLORER FOLDERS

If you open a folder, the standard lists that represent either cases or documents are shown, for example, **Drafts**, **Open Cases**, and so on. In addition, there is a **Recycle Bin** list.

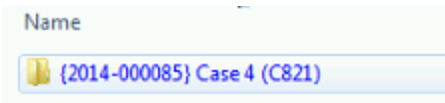


FOLDER TYPES

The table below gives you an overview of the types of folders that you see in File Explorer:

Folder type	Description
 Case lists	Folders that represent standard case lists, such as:  Open cases  Cases currently placed with me  Cases with no case handler and unit  My case reminders one week ahead  Unit's cases with no case handler  Unit's open cases
 Document lists	Folders that represent standard document lists, such as:  Documents  Drafts  Document reminders

Folder type	Description
	 Documents with no case handler and unit  Scanned today  Today
 Case folders	Folders that represent specific cases in the database. A folder represents one case and contains all the documents of that case. It may also contain child cases. Child cases are represented as sub folders.  - {2014-000080} Case 1 -  {SJ-TEMP-000082} Child case (C921) The case number is displayed in brackets in the folder name, for example, {2014_000005} Test case. If the case folder has the icon , the case is closed. Each case folder contains a shortcut to open this case. Double-click the  shortcut to open the case in WorkZone Client or Captia Web Client.
 My lists	This folder contains searches that the user has saved from WorkZone Client or Captia Web Client to the database. Sub folders in the My lists folder correspond to saved searches.
 Shared lists	This folder contains lists that have been shared with you by other users or your organization. Note: You can share lists from WorkZone Client only.
 Recent cases	The folders contain the last cases and documents you have opened, so that you can quickly open a case or document again.
 Recent documents	
 Favorite cases	The folders contain the cases and documents that you have marked as favorites in WorkZone Client or dragged and dropped to the favorite folders in File Explorer. See Add or remove cases to the Favorite cases folder and Add or remove documents to the Favorite documents folder .
 Favorite documents	
 Followed cases	The folders contain cases and documents that you have an interest in and that you want to be able to find and access quickly. For example, you might want to follow another case handler's cases and documents. Drag and drop the cases and documents that you want to follow to either the Followed cases or Followed documents folders.
 Followed documents	
 Changed cases	The folders contain cases and documents that have been changed by other users since you viewed them last time. The blue color indicates that a case or document has changed.
 Changed documents	

Folder type	Description
 Reading list cases  Reading list documents	The folders contain lists of cases and documents that you want to remember to read. You add cases and documents by dragging and dropping them in the reading list folders. Cases and documents are also added to the reading lists automatically. For example, if a document has been changed by someone else or if you are added as a case handler on a case, this case or document is marked in blue.  Once you have opened the cases or documents, they are automatically removed from the reading list folders. Note that you do not have to open the cases or documents from the reading lists, you can open the documents and cases from any other folders.
 Unclassified cases	This folder contains the cases owned by you (that is, where you are the case handler) and that have not been classified yet. An unclassified case is a case in the case group named SJ-TEMP. SJ-TEMP is the default case class used when creating cases from WorkZone Explorer. For more information, see Create case .
 Unanswered documents	This folder contains documents with reply deadlines that you have not yet replied to.
 Recycle Bin	The Recycle Bin contains documents that you have moved from other folders to this folder in order to delete them. The Recycle Bin folder contains a drop point named Restore that enables you to restore a deleted document from the Recycle Bin folder to the case it was originally saved on. For more information, see Delete and restore documents .

Important: Due to performance reasons WorkZone Explorer displays the 1000 most recent entries in a folder. For documents, it is related to the last document update and not the last change of the document meta data. For cases, it is the last meta data change on that case.

5. Working with cases

You can perform the following actions on cases in File Explorer.

CREATE CASE

You can create new cases in File Explorer by creating new folders in these folders:

- **Open cases**
- **Unclassified cases**
- Case folders

When you create a new case through WorkZone Explorer, it is created automatically in a temporary case group named SJ-TEMP. You can change the case group and other required information later using WorkZone Client or Captia Web Client. Cases created in SJ-TEMP are automatically added to the **Unclassified cases** folder regardless of where they were created.

Note: If your organization only use facets and not classes, you can configure WorkZone Explorer to add a specific class as the default class. This is done in the web.config file. For more information, see [Configure file class for WorkZone Explorer](#) in the WorkZone Content Server Installation Guide.

Important: The create case functionality is not available by default. You must enable case creation on the SJ-TEMP case group in WorkZone Configuration Management.

CREATE CHILD CASES

You can create child cases in File Explorer in two ways:

- Move a case folder to another case folder. The case folder that you move becomes a child case.
- Create a new folder in a case folder. The new folder becomes a child case. The child case inherits the file class and access code of the parent case.

RENAME CASES

You can rename a case by renaming the case folder.

ADD OR REMOVE CASES TO THE FAVORITE CASES FOLDER

You add cases to the **Favorite cases** folder by dragging and dropping the case folder in to the **Favorite cases** folder.

To remove a case from the **Favorite cases** folder, drag and drop the case folder in to the **Recycle bin** folder.

Note: The case is not deleted. It is only removed from the **Favorite cases** folder.

DATE MODIFIED ON CASES

The date modified for a case is updated automatically in File Explorer when documents on the case are changed or when documents are added to or removed from the case.

Note: Sometimes it may look as if a user has updated a case without having the proper access rights. This happens when the user has access to a document on the case but not to the case itself. For example, when a user edits a document that is not protected by the case and the user does not have update access to the case. This is standard behavior and not a security issue.

6. Working with documents

You can perform the following actions on documents in File Explorer using WorkZone Explorer.

6.1 About documents	16
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CREATE NEW DOCUMENTS

You can create new documents directly in File Explorer or by using the **Save As** dialog box from a document editor.

You can only create new documents in folders that represent specific cases. You cannot create a new document directly in, for example, the **Drafts** folder, because the ScanJour system requires a case for placing the document correctly in the system.

You can also create a new document by copying it from another location to a case folder. In this case, the read-only state of the document is kept in WorkZone Explorer. It will be created with the state **UA** (Draft) or **UL** (Locked) depending on the read-only file property of the new document. The document will be created with a minimal set of metadata, the title is taken from the file name, the state from the read-only attribute, and the record type used is **N** (Internal). The system automatically appends the (Dxxxxx) identifier when refreshing. You can open the document using either the file name supplied by the client (without the Dxxxxx identifier), as long as the document remains on the same case and is not further renamed, or using the full name (with the Dxxxx identifier).

RENAME DOCUMENTS

You can rename documents from File Explorer. The new name replaces the document title in the ScanJour system. The (Dxxxxx) identifier in File Explorer is automatically appended when refreshing. The (Dxxxxx) identifier does not become part of the document title in the ScanJour system and you do not have to keep the (Dxxxx) identifier in the new name, it will automatically be appended upon refresh. You can open the document with and without the (Dxxxxx) identifier in the file name.

WORK WITH DOCUMENTS OFFLINE

If you have taken a document offline, for example, copied it to the Windows Desktop or to a USB stick, you can copy it back into the WorkZone Explorer store. This means that the document is updated in the store provided that you have not changed the (Dxxxx) part of the file name. When copying it back, File Explorer displays a message asking if you want to replace the existing version, keep both, or cancel. All three options are supported for case folders. However, if you copy the document to a folder that represents a standard list, for example, the **Drafts** folder, only replace and cancel are supported.

Note: If you save the document with a new name when working offline and then try to copy it back to the WorkZone Explorer database, a message displays asking you whether you want to replace the existing document or keep both versions. If you reply **Replace**, the document is copied back to the store but it keeps the original name. If you want to use a new name, you must rename it in File Explorer.

MOVE DOCUMENTS

You can move documents from one case to another provided that the state of the document in the ScanJour system allows it. You can move documents using drag and drop or cut and paste.

COPY DOCUMENTS

You can copy documents from one case to another case or even from one database another database. When you copy a document, a copy of the document is created but document meta data have new default values. This means, for example, if you copy a document with access codes, the copy gets the default access codes and not the access code of the original document.

DELETE AND RESTORE DOCUMENTS

It is not possible to delete documents directly from folders but you can move documents to the **Recycle Bin** and then delete the document from this folder. The **Recycle Bin** is personal, which means that you only see the documents that you have moved there. The **Recycle Bin** contains a **Restore** drop point. If you drag a document from the **Recycle Bin** to the **Restore** drop point, it will be moved back to the case folder where it was originally placed. It is also possible to restore a recycled document to another case by moving it from the **Recycle Bin** to that case folder.

ADD OR REMOVE DOCUMENTS TO THE FAVORITE DOCUMENTS FOLDER

You can add documents to the **Favorite documents** folder by dragging and dropping the documents into the **Favorite documents** folder.

To remove a document from the **Favorite documents** folder, press the **Delete** button. A message displays "Are you sure you want to permanently delete this file?". Click **Yes** to remove the document from the list.

Note: The document is not deleted but only removed from the **Favorite documents** folder.

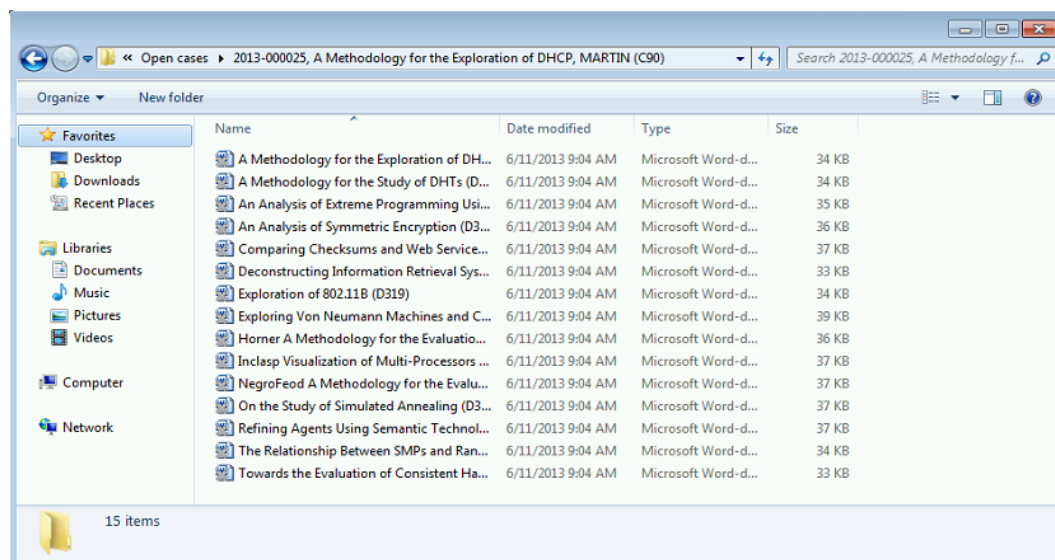
PDF VERSIONS OF DOCUMENTS

All case folders contain a PDF sub folder for PDF versions of documents created on a case. It contains the PDF versions that you have created from WorkZone Client or Captia Web Client.

6.1 About documents

You can open and edit all documents from any type of folder provided that you have the corresponding application installed. Note that the same document may appear in several folders, for example, a draft document is located in both the **Drafts** folder and in the case folder where it belongs. You can open and edit the document from either location. The changes you make are reflected in both locations. If you open a document from the **Recycle Bin**, the document opens in read-only mode.

The example below shows the documents on a specific case:



Note: The WorkZone Explorer server does not expose records of state "O" (so-called "information cases") as they represent metadata without a document, which is not relevant for WorkZone Explorer.

READ-ONLY DOCUMENTS

Read-only documents are documents that have the states **UL** (Locked), **ARK** (Archived) or **AFS** (Closed). Documents with these states cannot be edited. Microsoft Office products recognize the state when opening a document and open it in read-only mode.

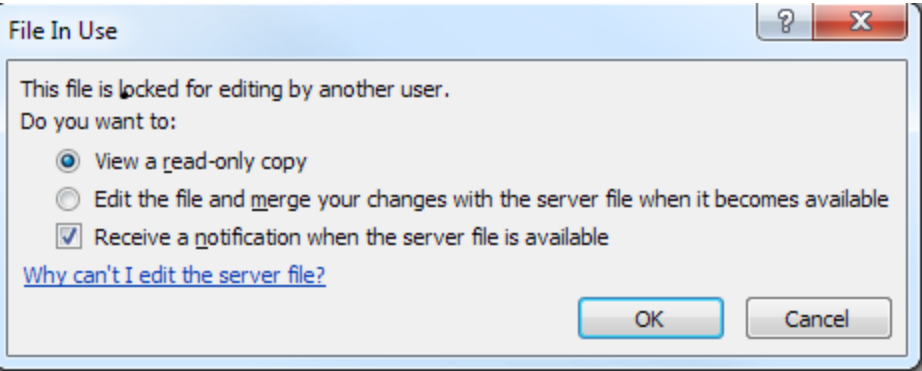
Document state	Possible actions
UL (Locked)	It is a read-only document. You can move and rename the document.
ARK (Archived) or AFS (Closed)	It is a read-only document. You can rename the document.

You can change a non-read-only document to read-only in the **File Properties** dialog box. If you do so, you change the document state to **UL**, a locked draft. You cannot remove the read-only attribute as the system does not allow this. If you try to change the attribute, it will no effect.

See also [Document attributes and document states](#).

CHECK-OUT

Microsoft Office products automatically lock (documents are checked out in ScanJour products) editable documents when they are opened. This prevents two users from editing the same document at the same time, or the same user from editing the same document from different folders at the same time. For example, Microsoft Office has a feature that notifies the second user who opens a document when the document becomes available for editing. Microsoft Office can also allow editing from both users at the same time and automatically merge the changes. This feature works automatically with WorkZone Explorer. The Microsoft Office dialog box shown when a second (or third) user opens a document that is already being edited by someone else:



Note: Some documentation editors, for example Notepad, only locks (checks out) the document when saving, which means that the last edit is always applied.

DOCUMENT IDENTIFIER

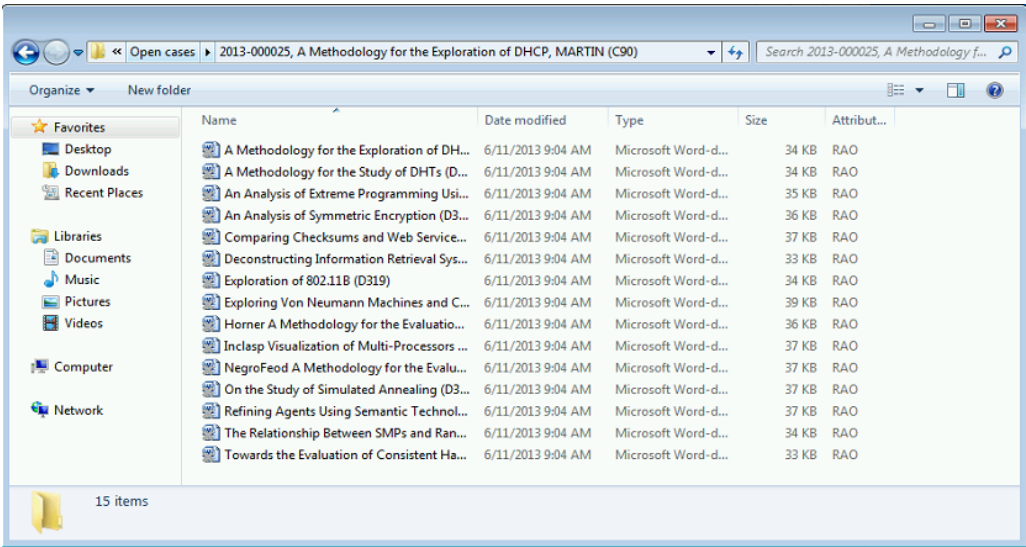
All documents have a document identifier (Dxxxx) as part of the file name.

DRAFT VERSIONING

If draft versioning is enabled in WorkZone Configuration Management, new versions of a document are created automatically. Versioning applies to documents with the state **UA** (Draft) or **UP** (Personal draft).

DOCUMENT ATTRIBUTES AND DOCUMENT STATES

In the example below, the **Attributes** column is added to the folder view in File Explorer. In this column, you can see the different file attribute combinations that can be exposed from the system.



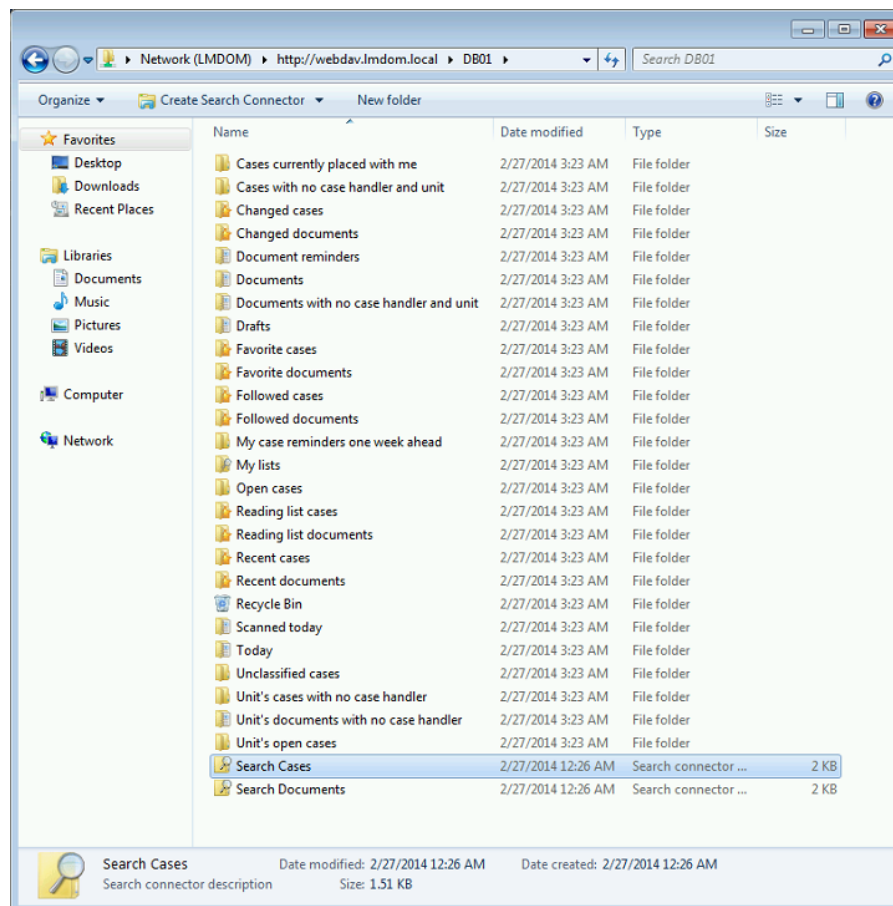
Attribute	Document state and possible actions
A	It is an editable document with the state UÄ (Draft) or UP (Personal draft). You can edit, move, rename, and change the document to read-only.
RAO	It is a read-only document with the state UL (Locked). You can move and rename the document.
RO	It is a read-only document with the state ARK (Archived) or AFS (Closed). You can rename the document.

7. Search for cases and documents

You can search for cases and documents directly from File Explorer. Before you can start performing searches you must enable it by creating a search connector for cases and a search connector for documents.

ENABLE FREE TEXT SEARCH ON CASES AND DOCUMENTS

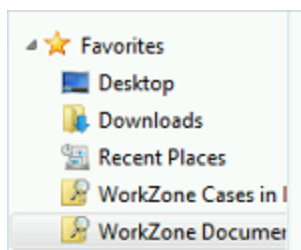
1. In File Explorer, double-click the **Search Cases** folder or the **Search Documents** folder.



2. In the **Add Search Connector** dialog box, click **Add** to add the WorkZone Cases and WorkZone Documents search connectors to Windows.

A **WorkZone Cases in [Database]** search connector and a **WorkZone Documents in [Database]** search connector are added to the user's **Searches**

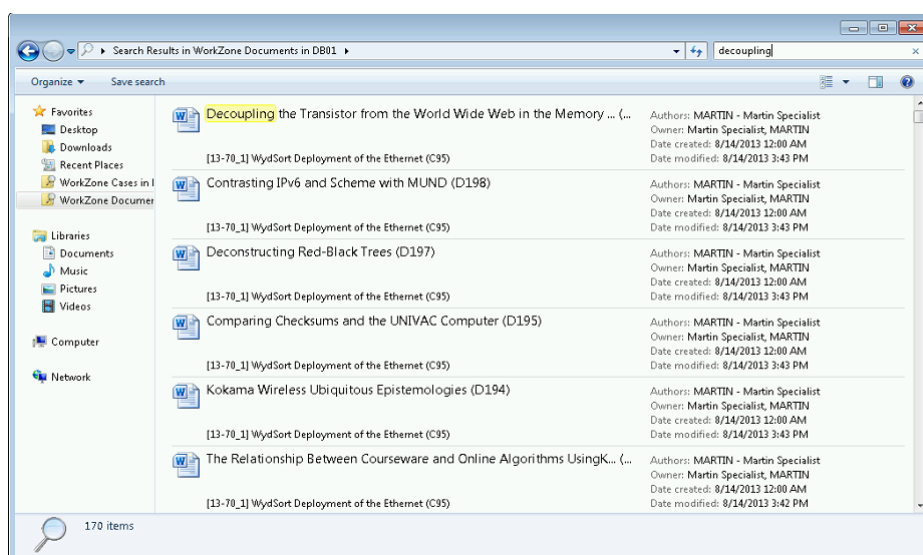
and is also available from **Favorites**.



SEARCH FOR CASES AND DOCUMENTS

1. Double-click the **WorkZone Cases** or the **WorkZone Documents** search connector depending on what you want to search for.
2. Enter a search text in the **Search** field and press ENTER. The search result is listed below.

Note: The search results displays maximum 1000 hits. The most recent cases and documents are shown in the search result. Example of a document search result:



3. Double-click the case or document to open it.

Important: The search in WorkZone Explorer should not be confused with the free search in File Explorer, which searches in file names.

8. Supported search tags

Prefix	File field	Record field	Accepts	Notes
created:	created	Created	*date / *dateRange / *dateVerbs	
datecreated:	created	Created	*date / *dateRange / *dateVerbs	
date:	created	Created	*date / *dateRange / *dateVerbs	
modified:	updated	doc_time	*date / *dateRange / *dateVerbs	
datemodified:	updated	doc_time	*date / *dateRange / *dateVerbs	
due:	current_ reminder:reminder_ date	current_ reminder:reminder_ date	*date / *dateRange / *dateVerbs	
completed:	closed	record_closed	*date / *dateRange / *dateVerbs	
folder:	file_class or file_ class/path	file_elab	string	For case search: If string starts with = file_class is used otherwise file_class/path is used.
folderpath:	file_class or file_ class/path	file_elab	string	For case search: If string starts with = file_class is used otherwise file_class/path is used.

Prefix	File field	Record field	Accepts	Notes
open:	closed	locked (meaning UL, ARK or AFS)	Bool (true / false)	
end:	plan_completed	reply_time_limit_date	*date / *dateRange / *dateVerbs	
owner:	officer	officer	string	
author:	create_user	create_user	string	
authors:	create_user/note	create_user/note	string	
title:	title	title	string	
name:	elab	title	string	
filename:	title	title	string	
person:	party/name/register_text:register_txt	party/name/register_text:register_txt	string	Free text.
to:	party/name/register_text:register_txt	party/name/register_text:register_txt	string	Free text. Only parties with role/custom_label = Modtager is searched.
from:	party/name/register_text:register_txt	party/name/register_text:register_txt	string	Free text. Only parties with role/custom_label = Afsender is searched.
cc:	party/name/register_text:register_txt	party/name/register_text:register_txt	string	Free text. Only parties with role/custom_label = Kopimodt. is searched.
size:	NA	doc_length	*sizeVerb	
extension:	NA	record_ext:extension	string	
[default]	register_text:register_txt	register_text:register_txt	string	Free text search

*date: dd-MM-yyyy

*dateRange: dd-MM-yyyy .. dd-MM-yyyy

*dateVerbs: today / yesterday / this week / last week / this month / last month / this year / last year

*sizeVerb: empty / tiny / small / medium / large / huge / gigantic

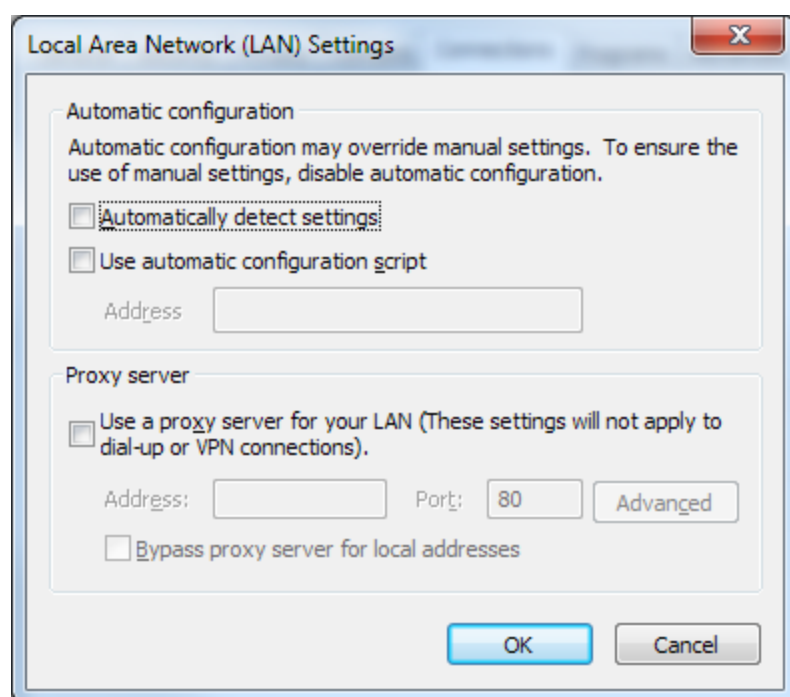
9. Optimizing performance and user experience

To ensure optimal performance and user experience of WorkZone Explorer, you must apply specific configurations to clients and/or to the network/domain issued by group policies.

This topic describes the client setup to be performed to ensure optimal performance of the WebDAV protocol.

LAN AUTOMATICALLY DETECT SETTINGS

If browsing the WorkZone Explorer folders is slow, make sure that the **Automatically detect settings** check box in the **Local Area Network (LAN) Settings** dialog box is not selected on the client. To open this dialog box, in Internet Explorer click **Tools > Internet options > Connections** tab > **LAN Settings**.



INTERNET SECURITY ZONES

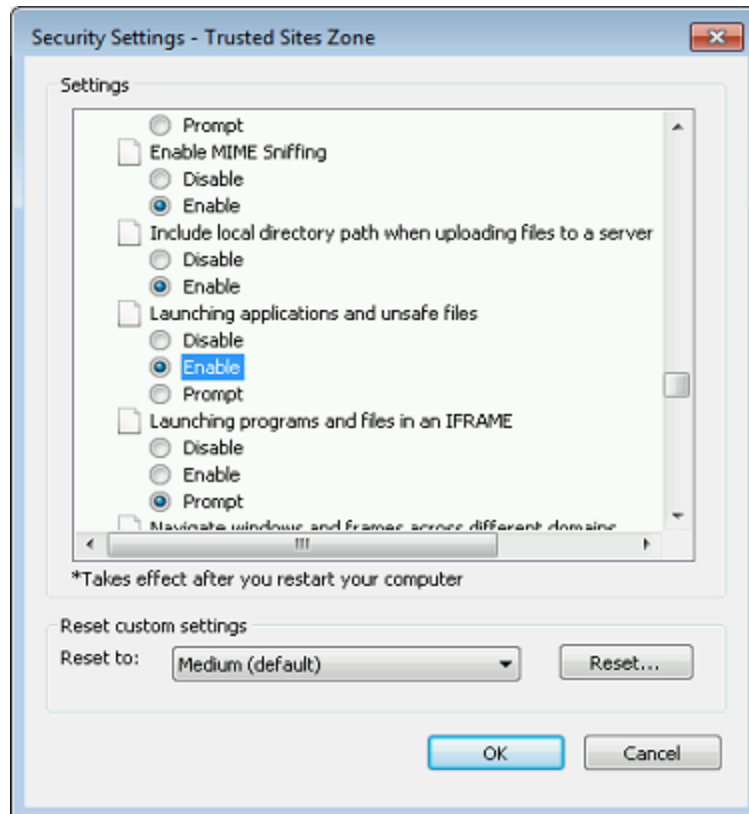
The WebDAV protocol is based on http and therefore the Internet Security zones applies to WorkZone Explorer. To ensure the best user experience and optimal performance, the WorkZone Explorer host name must be configured correctly in the Internet Security Zones.

1. In Internet Explorer, click **Tools > Internet options > Security** tab.
2. Add `http(s)://webdavhost` to either the **Trusted sites** zone or the **Local intranet** zone.

The **Local intranet** zone must be selected to have automatic integrated user authentication performed by Windows without **Log on** dialog boxes.

3. Add `file://webdavhost` to the **Trusted sites** zone.

If the file protocol is added to the **Local intranet** zone, searching using the search connectors perform slowly when showing the results. In some cases, you might receive a security warning when opening a document folder location from a search result or when moving documents from the **Recycle Bin** to the **Restore** drop point. If you want to avoid these security prompts make sure that **Launching applications and unsafe files** is allowed for the **Trusted Sites** zone.



10. Advanced features and troubleshooting

It is possible to make permanent links to any document or case in the archive. It is available through a hidden folder called ".archive". All you need to know is the DNS, the ID, the document extension, and then you can open any document using this http address:

```
http://[WebDAVHostHeader]/[DSN]/.archive/WhateverYouWant (D[RecordKey]).[Extension].
```

This mechanism can also be used to generate permanent links to any document.

You can also show cases through the .archive folder using:

```
http://[WebDAVHostHeader]/[DSN]/.archive/WhateverYouWant (C[FileKey])
```

VIEW ERROR MESSAGES FROM THE SCANJOUR SYSTEM

Sometimes File Explorer does not show user friendly and descriptive error messages from the WebDAV server in case of errors or illegal operations. See [FAQ](#).

If you want to see the real error from the ScanJour system, you can use Fiddler on the client to see the actual response and error from the server.

RUN WORKZONE EXPLORER ON A WINDOWS SERVER

It is not possible to access clients or services directly from the web server. For information on how to enable access from the web server, see [Microsoft article 896861](#).

If you want to run WorkZone Explorer from File Explorer on a Windows Server operating system, you must also enable the Windows feature called **Desktop Experience**.

AUTOMATIC AUTHENTICATION OF USERS FAILS WHEN ACCESSING WORKZONE EXPLORER THROUGH AN FQDN HOST NAME

If you access WorkZone Explorer through an FQDN host name, automatic Windows authentication of users will not work. An error message is shown or the Windows **Logon** window displays repeatedly.

To make the logon happen automatically, add the http(s) address to the WorkZone Explorer host to the Windows registry named **AuthForwardServerList**. For example:

```
http://db01.lmdom.local2.
```

You can find information on how to make this change in the registry in the [Microsoft article 943280](#). Follow the instructions listed under **Registry information** in the **Resolution** section.

Notes:

- You do not need to install the hotfix mentioned in the Microsoft article.
- The hotfix mentioned in the Microsoft article is included in Windows 8 although Windows 8 is not listed in the **Properties** section.

11. FAQs

This section contains a list of frequently asked questions on WorkZone Explorer functionality. Click any question below to see the answer.

WHY UNCLEAR ERROR MESSAGES?

Sometimes File Explorer does not show user friendly and descriptive error messages from the WebDAV server. When you perform an illegal operation, for example, try to move an archived document to another case, you only see a general error message such as: *Cannot read from source or disk*. Some of the Windows error messages that you might run into are explained in the FAQ items below.

WHY DO I GET AN ERROR MESSAGE WHEN I TRY TO ADD A DOCUMENT TO THE **DRAFTS** FOLDER

You can only create new documents in folders that represent specific cases. You cannot create a new document directly in the **Drafts** folder, because the ScanJour system requires a case for placing the document correctly in the system. If you try to add a document to the **Drafts** folder, you get the following Windows messages depending on where you try to add it from:

A device attached to the system is not functioning.

- or -

Can't read from the source file or disk.

WHY DO I GET AN ERROR MESSAGE WHEN I TRY TO CREATE A NEW CASE FOLDER?

WorkZone Explorer is not configured to allow creation of new cases. Case creation must be enabled on the SJ-TEMP class in the file class system. You apply this configuration using WorkZone Configuration Management. If you try to create a new case, you get the following Windows message:

Unable to create the folder 'New folder' - File system error

WHY DO I GET AN ERROR MESSAGE WHEN I TRY TO CREATE A NEW CASE FOLDER IN THE **CASES CURRENTLY PLACED WITH ME** FOLDER?

You cannot create new cases in this folder. You can create new cases in the **Open cases**, **Unclassified cases** folders, and in specific case folders. If you try to create a new case folder in a folder, which does not allow case creation, you get the following Windows error message:

Unable to create the folder 'New folder' - File system error

WHY DO I GET AN ERROR MESSAGE WHEN I TRY TO MOVE A DOCUMENT FROM ONE FOLDER TO ANOTHER?

You are probably trying to:

- Move a document from one standard list to another.
- Move a document from a case folder to a standard list, for example to the **Open cases** folder.

- Move a document to a closed case.
- Move a document that is archived or closed.

This is not possible. In these cases, you get the following Windows error message:

Can't read from the source file or disc.

WHY ARE FOLDERS NOT DELETED WHEN THEY SEEM TO BE?

It is not possible to delete folders using WorkZone Explorer although it may look so in File Explorer. If you try to delete an empty folder, it looks as if the folder was successfully deleted but if you press F5 to refresh, the folder reappears. If you try to delete a folder with content, nothing happens after you have confirmed the deletion. File Explorer does not display any error message in this case.

WHY DO I GET A STRANGE ERROR MESSAGE WHEN I TRY TO RENAME A DOCUMENT?

There are several renaming scenarios where you might get this Windows error message:

Can't read from the source file or disk

For example, if you try to:

- Change the document ID (DXXX) in the document name. It is not possible to change the ID, only the document name can be changed.
- Rename a document, which is saved on a closed case. This is not possible.
- Rename a document in File Explorer but the document is opened in WorkZone Client or Captia Web Client.

WHY ARE DOCUMENTS NOT SHOWN IN FILE EXPLORER AFTER MOVING?

When moving documents between folders in File Explorer, File Explorer might get confused by the ScanJour mechanism that allows the same document to be exposed in multiple folders, and moving a document to the **Restore** drop point actually moves the document somewhere else. It seems that File Explorer caches the information on the document location and refuses to open it from somewhere else even if it is shown in the new location after refreshing. Try again a bit later and this issue is resolved.

12. Terms and conditions

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